

Software Upgrade Assistant Manual for DuraXV

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Preparation

Ensure that the following system requirements are met prior to installation of the Software Upgrade Assistant (SUA):

- Windows 7, 8, 8.1 both 32 bit and 64 bit. If you are using Windows 8 or Windows 8.1, please click the Desktop icon and start this upgrade process.
- Ensure that your PC has Internet access. Proxy Server and VPNs are not supported.



• Confirm your phone is charged more than three levels.



Figure 1 Battery Level Indicator

• This two-part process takes up to 3 minutes for download and approximately 7 minutes for installation. This estimation may vary depending on the PC and network performance.



Install the Software Upgrade Assistant

If you have already installed this tool on your PC, close "Software Upgrade Assistant."

- Step 1: Connect only one phone to the PC.
- Step 2: If AutoPlay is presented, click "Run TL-Bootstrap.exe" otherwise open CD-ROM drive and click "TL-Bootstrap.exe."

×
M
and games:
our media
Control Panel

Figure 2 Run TL-Bootstrap.exe from AutoPlay



1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 SOFTWARE UPGRADE ASSISTANT MANUAL FOR DURAXV



Figure 3 Run TL-Bootstrap.exe from Computer



Figure 4 Run TL-Bootstrap.exe from CD-ROM drive

If you see the following pop-up, please click "Yes".





If you see the following pop-up, ignore it.



Figure 6 Installation Error Message

- Step 5: Click "Yes" to begin USB driver installation.

DuraXV	
	JOCERa
Software is available that will help your DuraXV phone communica PC.Download now?	te with your
Yes	No

Figure 7 Confirmation message window

DuraXV	
verizon wireless	KYOCER3
Downloading	
	Cancel

Figure 8 Progress of Driver download



Figure 9 Progress of Driver installation



verizon wireless			KYOCER3	
Software is availab with your PC. Insta Clicking Install nor and conditions:	le that will help your Kyoce ill now? v means your accept the fo	ra phone communicate	2	
Termination: This action by Kyocera Governing Law: Th conflict of law pro Goods is hereby ey Severability: If any unenforceable, the any way be impace Entire Agreement Agreement sets fo Software and supe agreements.	License Agreement will aut if you fail to comply with a is Agreement is governed visions. The U.N. Conventi cluded in its entirety from provision of this Agreemen e validity, legality or enforce ed or impaired. By using or otherwise acce th the entire agreement bur rsedes all prior agreements	omatically terminate w ny term hereof. by the laws of State of C on on Contracts for the this Agreement. It is found to be invalid eability of the remaining ssing the Software, you tween you and Kyoceri , notwithstanding the t	ithout notice from or California except any International Sales of , illegal or g provisions will not in agree that this a with regard to the erms of any such	•
Agree	>		Close	-

Figure 10 License Agreement

Verizon Wireless Upgrade - Repair Assistant - Kyocera				
verizon wireless Upgrade-Repair Assistant · ·	KYOCERa			
This application periodically checks for availability of new softwar your Kyocera phone and helps you complete the upgrade in just a	e updates for I few steps.			
Install Now	Cancel			









If network connection fails during this process, you will see a pop-up (Figure 13). Refer to Appendix 4-2.

UpgradeTo	oolMonitor
4	Connection error. "Software Upgrade Assistant" is blocked because of network restriction. Please use "Software Repair Assistant"
	ОК

Figure 13 Connection Error pop-up

If the USB Driver installation process does not start, please confirm that you have a working internet connection. If proxy or VPNs are used, please contact your network administrator.

If you see the following pop-up, refer to Appendix 4-1.



Figure 14 Installation Failed

If you see the following pop-up, click "Yes."



Figure 15 Installation Error Message



Run the Software Upgrade Assistant: Download the Update File

- Step 6: Proceed update file download.

Upgrades are available for DuraXV.	
Downloading	
	Cancel

Figure 16 Download Progress Window

If you see the following pop-up, refer to Appendix 4-2.

The software on your phone is up to date.				
	ОК			

Figure 17 Notification Pop-up

If you see the following window, refer to Appendix 4-3.



Figure 18 Download Failure



Run the Software Upgrade Assistant: Software Upgrade

- Step 7: Click the "UPGRADE [PHONE NUMBER]" button and start the software upgrade.

UpgradeTool					
verizon wireless	Softwa	re Upgrade Assista	ant - Kyocera -		K S KYDCERA
Assistant Tools	Select a device	to upgrade:			
Upgrade Assistant	Device Name	Phone Number	Status	Version	
Repair Assistant	DuraXV	000001450	Upgrade available	1.222VZ	
	, Connect the device Your phone will not	you want to upgrade to be available to use duri	the PC. ng the upgrade process.		UPGRADE 0000001450
	For information on Note that during th	the software upgrade re e upgrade process your	fer to <u>WWW, Verizonwin</u> phone will not be availab	eless.com/support/ le for use.	Delete Close

Figure 19 Software Upgrade Assistant Window

UpgradeTool		
verizon wireless	Software Upgrade Assistant - Kyocera - Kyocera	¢ 8 K9DCERa
Assistant Tools		
Upgrade Assistant	Upgrading in progress.	
Repair Assistant	Please do not unplug of turn on your phone	
	ОК	RADE 0000001450
	For information on the software upgrade refer to <u>www.verizonwireless.com/support/</u> Note that during the upgrade process your phone will not be available for use.	ote Close

Figure 20 Notification for Software Upgrade



UpgradeTool					
verizon wireless	Softwar	e Upgrade Assista	int - Kyocera -		C <mark>8</mark> KYOCERa
Assistant Tools					
Upgrade Assistant	Device Name	Phone Number	Status	Version	
Repair Assistant	DuraXV	0000001681	Upgrading	1.222VZ	please do not unplug / turn off.
					Preparing
	Do not disconnect o	r connect the device du	ring the upgrade pro	cess.	UPGRADE 0000001681
	For information on t Note that during the	he software upgrade rel upgrade process your j	er to <u>www.verizon</u> phone will not be ava	wireless.com/support/ ilable for use.	Delete Close

Figure 21 Software Upgrade Process

UpgradeTool			4			
verizon wireless	Software Upgrade Assistant - Kyocera -				C 3 KYDCERa	
Assistant Tools	Select a device to upgrade:					
Upgrade Assistant	Device Name	Phone Number	Status	Version		
Repair Assistant	DuraXV	0000001450	Up to date	2.002VZ		
					Upgrade Complete	
	To upgrade your device connect it to the PC. If your PC is having trouble detecting your device, disconnect the device from your PC, then reconnect. Please wait for a minute until your PC recognized the connected device.					
	For information on the software upgrade refer to <u>www.verizonwireless.com/support/</u> Note that during the upgrade process your phone will not be available for use.				Delete Close	

Figure 22 Software Upgrade Completion

- Step 8: To continue upgrading other phones, please unplug the current phone and connect the second phone to the same USB port.

You may see the following error notification, ignore it.



Figure 23 Installation Error Message



Appendix 4-1: Uninstall the Old USB Driver

Ensure that the following system requirements are met prior to installation of the Software Upgrade Assistant (SUA):

- O pen "Programs and Features" (Figure 24) on your PC from Control Panel → All Control Panel Items.
- Select "KYOCERA USB Modem KCO2US Driver," right-click it, and select "Uninstall" to uninstall the old driver.
- Follow the steps in "2. Installation the Software Upgrade Assistant" and "3. Run the Software Upgrade Assistant.".



Figure 24 Uninstalled old USB driver



Appendix 4-2: When the Upgrade File is Not Available

Please launch Software Upgrade Assistant from the task tray (Figure 25 & 26) after a couple of days

If a new update SW is released, then you can continue the process.

- Click "Software Upgrade Assistant" icon on the task tray (Figure 25).
- Select "Check for device upgrades" (Figure 26).
- Go to "Run the Software Upgrade Assistant: Download the Update File"



Figure 25 Launch Software Upgrade Assistant

Figure 26 Check upgrade file



Appendix 4-3: Recovery from Download Failure

- Click "OK" button on both Figure 27 and Figure 28.
- Move to better network condition.
- Unplug the USB cable and re-plug it again, then start Download Progress Window.
- Go to "Run the Software Upgrade Assistant: Download the Update File"



Figure 27 Download Failure



Figure 28 Notification pop-up



Appendix 4-4: When there is no response after PC connection

 The USB mode of your phone should be set to "Ask On Plug." To change the settings to "Ask On Plug," press "MENU" on Home Screen →Settings & Tools → USB Mode, then select "Ask On Plug." Please do NOT change the USB setting mode until the Software Upgrade Process is finished.



Figure 29 Ask On Plug

The Software Upgrade Assistant should be closed:

- Step 1: Click "Software Upgrade Assistant" icon on the task tray.
- Step 2: Select "Close"



Figure 30 Software Upgrade Assistant Menu



Appendix 4-5: Recovery from Internet connection failure

- Confirm your PC settings of "Internet Options" and "Internet Properties."
 - Step 1: Open "Internet Options" of Internet Explorer, click "Privacy" tab and set to "Medium High" (see Figure 31).
 - Step 2: Click "Advanced" and check SSL 3.0 and TLS 1.0 (see Figure 32)

1 Internet Properties ? ×	Internet Options ? ×		
General Security Privacy Content Connections Programs Advanced Settings Select a setting for the Internet zone. Medium High - Blocks third-party cookies that do not have a compact privacy policy - Blocks third-party cookies that save information that can be used to contact you without your explicit consent - Blocks first-party cookies that save information that can be used to contact you without your implicit consent	Internet Options Image: Content Connections Programs General Security Privacy Content Connections Programs Advanced Settings Image: Content Connections Programs Advanced Image: Content Connections Programs Advanced Settings Image: Content Connections Programs Advanced Image: Content Connections Programs Advanced Image: Content Connections Programs Advanced Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connections Image: Content Connec		
Sites Import Advanced Default Location			
InPrivate	Reset Internet Explorer settings Resets Internet Explorer's settings to their default Reset You should only use this if your browser is in an unusable state.		
OK Cancel Apply	ОК Сапсе Арріу		

Figure 31 Privacy Level

Figure 32 Advanced Settings



Appendix 4-6: Recovery from Windows error

• If you see the following error pop-up, installation has failed because of a Windows error or file download error. Please unplug the USB cable and plug it in again.



Figure 33 Installation Error